

TENNESSEE DEPARTMENT OF HUMAN SERVICES

CACFP CHILD AND ADULT CARE CENTERS

NEW PAYMENT SYSTEM

Introduction

The TFP system is an **option** for submitting your CACFP claims for reimbursement. You may continue to mail paper claims to our Department.

Requirements to Access System

To access the Internet Link, the following requirements must be met by a user:

- Personal computer (PC) must have access to the Internet
- PC must have Microsoft Internet Explorer 7.0 or above web browser
- PC must use the Windows operating system.

If your PC does not have Internet Explorer 7.0 or above, the Internet link will advise the user on how to download a free copy of Microsoft Internet Explorer.

Requirements to Access System

The system is best viewed when the PC monitor is set to a 1024 X 768 resolution or better. The user should consult the manual for their PC monitor on how to accomplish this task.

The PC should also have the “JavaScript Option” enabled for the browser in order to view the system properly. If the user is unsure if their browser is set with JavaScript enabled, the user can click on the link provided for instructions on how to do this.

Step 1: Access the System

The system may be accessed at the following Internet link:

<https://tfp.dhs.tn.gov>

Access the System



Tennessee Food Programs Department of Human Services

BEFORE YOU ENTER THE TENNESSEE FOOD PROGRAMS APPLICATION, PLEASE READ THE FOLLOWING:

The Tennessee Food Programs application must be accessed with Internet Explorer 7.0 or above. If you do not have this State of Tennessee standard browser for web applications, then please download the browser for your PC operating system from one of the following links: [Internet Explorer 7.0 or above](#).

This application is best viewed with the display settings for your PC monitor at a screen resolution set to 1024 X 768. Your IE browser must have the Internet option set to enable JavaScript and turn off pop-up blocker for this site in order to view the Tennessee Food Programs Application. Click on the following link for instructions on how to set the browser Internet option enabling Javascript and turn off pop-up blocker for this site: [Enable Javascript and Turn off Pop-up blocker for this site](#).

If you meet both the Tennessee Food Programs requirements for your browser, please click on the "Enter" button below to access the application.

Enter

Department of Human Services

400 Deaderick Street

Nashville, TN 37243-1403

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Step 2: Register to Create Account

After clicking the “**Enter**” button, the following screen will appear. Click on the “Register“ Link in upper left hand corner.

The screenshot displays the Tennessee Food Programs Department of Human Services website. The header features a blue banner with a recycling logo on the left, the text "Tennessee Food Programs Department of Human Services" in the center, and "Contact Us" and "Print" links on the right. A navigation menu on the left includes "Home", "Register", and "Login". A yellow box provides technical requirements: "Best if viewed with: IE 7.0 or above", "Screen Resolution 1024 X 768", and "You must enable Javascript in order to view this system." with a link to "Instructions to enable Javascript". The main content area contains a "Log In" form with fields for "User Name:", "Password:", and "Agreement #:", each with an asterisk indicating it is a required field. A "Forgot User Name or Password?" link is positioned below the "Agreement #" field. "Login" and "Cancel" buttons are at the bottom of the form. A note at the top of the main area states "* denotes required field." The footer contains the text "Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved".

Register to Create Account

When Register link is clicked, the user will navigate to the following “REGISTER FOR USERNAME AND PASSWORD” screen:



The screenshot shows the registration page for the Tennessee Food Programs. The header features the Tennessee state logo on the left, the text "Tennessee Food Programs Department of Human Services" in the center, and a user icon with "Contact Us" and "Print" links on the right. A navigation menu on the left includes "Home", "Register", and "Login". A yellow box on the left provides technical requirements: "Best if viewed with: IE 7.0 or above, Screen Resolution 1024 X 768" and "You must enable Javascript in order to view this system." with a link to "Instructions to enable Javascript". The main content area is titled "REGISTER FOR USERNAME AND PASSWORD" and contains instructions for entering the Federal Employee Identification Number (FEIN) and Sponsor Agreement Number. It includes two input fields with asterisks, a "Next" button, and a footer with "Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved".

Tennessee Food Programs
Department of Human Services

Contact Us | Print

Home
Register
Login

Best if viewed with:
IE 7.0 or above
Screen Resolution 1024 X 768

You must enable Javascript in order to view this system.

[Instructions to enable Javascript](#)

REGISTER FOR USERNAME AND PASSWORD

To request online access into Tennessee Food Program, please enter your institution's Federal Employee Identification Number (FEIN) and Sponsor Agreement Number.

An Institution's FEIN should have 9 numeric digits (Example: 999999999).

For an Institution participating in CACFP, the Sponsor Agreement Number should have 12 numeric digits (Example: 034799999999).

For an Institution participating in SFSP, the Sponsor Agreement Number should have 5 numeric digits (Example: 99999).

Federal Employee Identification Number *

Sponsor Agreement Number *

Next

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Register to Create Account

The user will need to enter the “**Federal Employee Identification Number**” and the “**Sponsor (Institution) Agreement Number**” for their institution, and then click on the “**NEXT**” button.

The system will check to see if the “**Federal Employee Identification Number**” and the “**Institution Agreement Number**” are a valid combination. If the combination is **not** valid, the user will be presented with an error message, and the user will be instructed to call CACFP Program Staff at (615) 313-4749 for assistance.

Register to Create Account

If the combination is valid, the system will also check for a **maximum of 2 active e-mail addresses for the Institution Agreement Number**. If the Institution Agreement has 2 active e-mail accounts, the user will see an error message that the Institution Agreement has the maximum number of accounts, and that the user should call the CACFP Program Staff at (615) 313-4749 for assistance.

Register to Create Account

If the Institution Agreement Number account does not have an excessive number of active e-mail accounts, the user will navigate to the following **“REGISTER FOR USERNAME AND PASSWORD”** screen.

The screenshot shows a web page for the Tennessee Food Programs Department of Human Services. The header features a logo with three white stars on a blue globe, the text 'Tennessee Food Programs Department of Human Services', and a 'Contact Us || Print' link. A navigation menu on the left includes 'Home', 'Register', and 'Login'. A yellow box on the left contains a message: 'Best if viewed with: IE 7.0 or above Screen Resolution 1024 X 768. You must enable Javascript in order to view this system. Instructions to enable Javascript'. The main content area is titled 'REGISTER FOR USERNAME AND PASSWORD' and contains the following fields: 'Firs: Name', 'Las: Name', 'EMAIL', 'Confirm: E/AL', 'Password', and 'Confirm: Password'. Each field has an asterisk indicating it is required. A 'Register' button is located at the bottom of the form. The footer text reads: 'Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved'.

Register to Create Account

At the “**REGISTER FOR USERNAME AND PASSWORD**” screen, the user will need to enter their “**First Name**”, “**Last Name**”, “**E-mail**”, “**Confirm E-Mail**”, “**Password**”, and “**Confirm Password**” in the boxes identified. All of the boxes must be completed. Error messages will appear if any of the information is incomplete. The “**Password**” must be 6 – 12 characters in length and must contain at least one uppercase character, one lowercase character, and a number.

Register to Create Account

After completing all of the boxes, the user will click on the “**Register**” **button**. The system will check to see if the e-mail is already active for that Institution Agreement Number. If it is, the user will see an error message that the e-mail associated with that Institution Agreement Number account is already active (registered).

Register to Create Account

If the information entered in the boxes is accepted by the system, the user will receive an e-mail that the account has been created.

Step 3: Activate Account

Click on the link in the e-mail to activate the account. An example of the link in the e-mail is as follows:

<https://tfp.dhs.tn.gov/Login/ActivateAccount.htm?qsv=mrsrWcJ5Ny4=>

Activate Account

You should now see the following screen that advises of your account activation, and that contains a link to “**Login**”.



The screenshot shows a web page for the Tennessee Food Programs Department of Human Services. The header features a blue gradient with a recycling logo on the left, the department name in the center, and a person icon with 'Contact Us | Print' on the right. A left sidebar contains a 'Home' link and 'Register' and 'Login' buttons. The main content area displays 'User Account Activation' in red, followed by a message: 'This account has been successfully activated. Please login [here](#) or click the 'Login' link on the left side of this page.' A yellow box on the left provides technical requirements: 'Best if viewed with: IE 7.0 or above', 'Screen Resolution 1024 X 768', and 'You must enable Javascript in order to view this system.' with a link to 'Instructions to enable Javascript'. The footer includes the department name, address (400 Deaderick Street, Nashville, TN 37243-1403), and a copyright notice for the Tennessee Food Program.

Tennessee Food Programs
Department of Human Services

Contact Us | Print

Home
Register
Login

User Account Activation

This account has been successfully activated. Please login [here](#) or click the 'Login' link on the left side of this page .

Best if viewed with:
IE 7.0 or above

Screen Resolution 1024 X 768

You must enable Javascript in order to view this system.

[Instructions to enable Javascript](#)

Department of Human Services
400 Deaderick Street
Nashville, TN 37243-1403

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Step 4: Login

The “Login” screen will appear as follows:



The screenshot displays the login interface for the Tennessee Food Programs Department of Human Services. The header features the state logo, the organization's name, and navigation links for 'Contact Us' and 'Print'. A sidebar on the left contains a 'Home' link and a menu with 'Register' and 'Login' options. A yellow box provides technical requirements: 'Best if viewed with: IE 7.0 or above', 'Screen Resolution 1024 X 768', and 'You must enable Javascript in order to view this system.' with a link to 'Instructions to enable Javascript'. The main content area includes a note that an asterisk denotes a required field, followed by a 'Log In' form with fields for 'User Name', 'Password', and 'Agreement #', a 'Forgot User Name or Password?' link, and 'Login' and 'Cancel' buttons. The footer contains the text: 'Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved'.

Tennessee Food Programs
Department of Human Services

Contact Us | Print

Home
Register
Login

Best if viewed with:
IE 7.0 or above

Screen Resolution 1024 X 768

You must enable Javascript in order to view this system.

[Instructions to enable Javascript](#)

* denotes required field.

Log In

User Name: *

Password: *

Agreement #:

[Forgot User Name or Password?](#)

Login Cancel

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Login

- To complete the “Login” screen, the user will enter their **“User Name” (e-mail address)**, **“Password”**, and **“Institution Agreement #”**.

Login

If the user **fails to correctly enter the “User Name”, “Password”, and “Agreement #”, more than 2 times**, then the user will see a different **“Login”** screen with the following added images:

The screenshot displays the Tennessee Food Programs Department of Human Services login interface. At the top, there is a blue header with the department's logo on the left, the text "Tennessee Food Programs Department of Human Services" in the center, and "Contact Us | Print" on the right. Below the header, a navigation menu on the left includes "Home", "Register", and "Login". A yellow box on the left contains browser compatibility information: "Best if viewed with: IE 7.0 or above", "Screen Resolution 1024 X 768", and "You must enable Javascript in order to view this system." with a link to "Instructions to enable Javascript".

The main content area features a red error message: "Password for TFPUser is invalid! Please try again." Below this is a "Log In" form with three input fields: "User Name:" (containing "TFPUser"), "Password:", and "Agreement #:". Each field has an asterisk indicating it is required. A link "Forgot User Name or Password?" is positioned below the "Agreement #" field. A security challenge is presented with four images: a red car, a diamond, a butterfly, and a drum set. Each image has a radio button and the word "Audible" below it. The instruction "Select the Car (Click an image to see it larger)" is centered below the images. "Login" and "Cancel" buttons are at the bottom of the form.

At the bottom of the page, the text "Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved" is displayed.

Login

The added images are to ensure that the user is not an unauthorized intruder trying to gain access with random or sequential combinations of user names or passwords.

In order to comply with Section 508, an “**Audible**” link is associated with each “**Image**”. A voice description of the “**Image**” can be heard when the “**Audible link**” under an image is clicked.

Login

After four failed attempts to login, the system will lock out the user account and the following error message will be displayed, and the user will need to call CACFP Program Staff at (615) 313-4749 for assistance.



The screenshot displays the Tennessee Food Programs website interface. At the top, there is a blue header with the Tennessee Food Programs logo on the left, the text "Tennessee Food Programs Department of Human Services" in the center, and a "Contact Us" link with a printer icon on the right. Below the header is a navigation menu with links for "Home", "Register", and "Login". The main content area features a red error message: "Your Account has been Locked." followed by "Your account has been locked. Please contact the Help Desk at 615-313-XXXX". A yellow box on the left side of the page provides technical requirements: "Best if viewed with: IE 7.0 or above, Screen Resolution 1024 X 768" and "You must enable Javascript in order to view this system." with a link to "Instructions to enable Javascript". The footer contains the text "Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved".

Home
Register
Login

Best if viewed with:
IE 7.0 or above
Screen Resolution 1024 X 768

You must enable Javascript in order to view this system.

[Instructions to enable Javascript](#)

Your Account has been Locked.



Your account has been locked. Please contact the Help Desk at 615-313-XXXX

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Step 5: Terms of Use

The user account will be **checked for the first login for the Federal Fiscal Year (FFY)**. If this is the first login for the FFY, the user will be directed to the following **“Terms of Use” screen** where they will have to agree to the DHS terms of use for the system

Terms of Use

 **Tennessee Food Programs** 

Home [Help](#) [Change Password](#) [Contact Us](#) [Print](#) [Logout](#)

Terms of Use

Overview

The following are terms of a legal agreement between you and the State of Tennessee. By accessing, browsing, or using this system, you acknowledge that you have read, understood, and agree to be bound by these terms and to comply with all applicable laws and regulations, including export and re-export control laws and regulations. If you do not agree to these terms, please do not use this system.

The State of Tennessee may, without notice to you, at any time revise these Terms of Use and any other information contained in this system by updating this posting. The State of Tennessee may also make improvements or changes in the products, services, or programs described in this system at any time without notice.

Access Security Agreement

I hereby acknowledge receipt of my computer access code(s) and my use of them demonstrates my agreement to the following guidelines:

1. I shall maintain confidential all information to which I have access or control.
2. I shall take appropriate measures to safeguard and protect the information of the State that are made available to me.
3. I shall use the information only for authorized State business and not disclose any information or documentation obtained from, or pertaining to, the State's computer system(s) to any third party, except in the routine lawful conduct of the State's business.
4. I shall be accountable for and accept full responsibility for all transactions performed using my access codes.
5. I shall maintain all access codes in the strictest of confidence; immediately change them if I suspect that their secrecy has been compromised and report suspected misuse to the respective Security Administrator.

I have read and agree to comply with the guidelines set forth above.

Terms of Use

State of Tennessee Web Site Privacy Statement

The privacy, confidence, and trust of individuals who visit the State of Tennessee web site are important to us. No personal information is collected at this site unless it is provided voluntarily by an individual while participating in an activity that asks for the information. The following paragraphs disclose the information gathering and usage practices for the web site.

Collection of Information

The State only collects the personal information that is necessary to provide the information or services requested by an individual. "Personal information" refers to any information relating to an identified or identifiable individual who is the subject of the information. This is the same information that an individual might provide when visiting a government office and includes such items as an individual's name, address, or phone number. We also collect statistical information that helps us understand how people are using the system so we can continually improve our services. The information collected is not associated with any specific individual and no attempt is made to profile individuals who use the web site or application.

Use of Information

The State uses the collected information to respond appropriately to requests. This may be to respond directly to you or to improve the web site. E-mail or other information requests sent to the web site may be maintained or forwarded to the appropriate agencies in order to respond to the request.

Retention of Information

Records needed to support State program functions are retained, managed, and accessible in record-keeping or filing systems in accordance with established records disposition authorizations approved by the State's Public Records Commission. Records transmitted to this site will be identified, managed, protected, and retained as long as they are needed to meet historical, administrative, fiscal, or legal requirements.

Public Disclosure

Regardless of whether information is provided to the State by personal visit, mail, or web site, it becomes public record and is open to public inspection unless protected by State or Federal law. Public records are subject to the rules and requirements located in Tennessee Code Annotated Title 10 Chapter 7. A public record is defined as follows:

"Public record(s)" or "state record(s)" means all documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings or other material, regardless of physical form or characteristics made or received pursuant to law or ordinance or in connection with the transaction of official business by any governmental agency. (T.C.A. 10-7-301 (6))

Based on the definition of public records, be aware that any information collected at this site could be made available to the public. Requests for public records will be examined for compliance with public

Terms of Use

record laws.

Cookies

Any web page or application at this site that uses cookies will identify itself as such. Cookies are short and simple text files that are stored on a user's computer hard drive by web sites. They are used to keep track of and store information so the user does not have to supply the information multiple times. The information that is collected through cookies at this site is handled in the same manner as other information collected here. You can configure your web browser to refuse cookies or to notify you when a web site attempts to send you a cookie. You can also check your hard drive for cookie files and delete them from your computer.

Web Site Security

The State of Tennessee is committed to the security of the information that is either available from or collected by this web site. The State has taken multiple steps to safeguard the integrity of its telecommunications and computing infrastructure, including but not limited to, authentication, monitoring, auditing, and encryption.

Terms of Use

If the user accepts the terms of use, the user will be allowed to go to the system home page. If the user does not accept the terms of use, the user will be re-directed to the “**Login**” screen.

Step 6: Welcome Screen

After accepting the “**Terms of Use**”, the user will then see the following “**Welcome**” **Screen**, and the user will be allowed to enter claims and check the claim status.

Tennessee Food Programs
Department of Human Services

Contact Us || Print || Logout

Home

- Child and Adult Care Food Program (CACFP)
 - New Claim
 - Center Claim
 - Claim Status
 - Change Password

* denotes required field.

Welcome!

Child and Adult Care Food Program (CACFP)

The Child and Adult Care Food Program (CACFP) is a federally funded program that pays child and adult care providers for eligible meals served to participants who meet age and income requirements within approved care facilities. Administrative payments are also provided for institutions that sponsor the participation of child care homes and unaffiliated child and adult care centers. The CACFP is administered by the Department of Human Services (DHS) Fiscal Services and Community Services sections. The system allows the management of information about institutions, such as their agreement number, name and address. It also allows for the management of the meal program claims. Reimbursement funds calculated by the system for meals are based on the rate provided by the United States Department of Agriculture (USDA) each July 1st. These rates are again updated at the beginning of each fiscal year (October 1st).

Summer Food Service Program (SFSP)

The Summer Food Service Program (SFSP) is a federally funded program that pays approved sponsors for eligible meals served to participants who meet age and other program requirements. The SFSP is administered by the Department of Human Services (DHS) Fiscal Services and Community Services sections. The State of Tennessee implements SFSP through a contract with schools, private/ not-for-profit agencies, residential camp sites and other eligible sponsors. The system allows the management of the meal program claims about sponsors, such as their agreement number, name and address. It also allows for the management of the meal program claims.

Welcome Screen


User can click the “**Contact Us**” link at the upper right hand corner of “**Welcome**” screen to obtain information to contact DHS Program and Fiscal staff.

Step 7: Claim Data Entry

User can click the **“New Claim” link** at the upper left of the **“Welcome” screen** to expand the **“New Claim menu”**. The user can access the **“Center Claim” link** under the **“New Claim” link** based on the institution’s agreement number.

Click the **“Center Claim” link** to access the **“Center Claim” screen** below. The system will pre-populate the Agreement Number, Name and the Address of the Institution and check the Claim type as an **“Original Claim”**.

Claim Data Entry



Tennessee Food Programs

Department of Human Services

[Contact Us](#) | [Print](#) | [Logout](#)

Home

- Child and Adult Care Food Program (CACFP)
 - New Claim
 - Center Claim
 - Claim Status

* denotes required field.

CHILD AND ADULT CARE FOOD PROGRAM

CENTER CLAIM FOR REIMBURSEMENT

Leave field blank if value is zero(0).

SELECT AN APPROPRIATE CLAIM TYPE *

ORIGINAL CLAIM

REVISED CLAIM

MONTH AND YEAR CLAIMED *

MONTH: YEAR:

AGREEMENT NUMBER *

NAME AND ADDRESS

HART TO HEART DAY CARE
LEARNING CENTER #2
412 BELL ROAD
NASHVILLE, TN 37217

TOTAL NUMBER OF DAYS FOOD SERVICE WAS PROVIDED FOR PERIOD CLAIMED *

TOTAL ATTENDANCE FOR CLAIM PERIOD *

CHILD OR ADULT CARE CENTERS	<input type="text"/>
OUTSIDE SCHOOL HOUR	<input type="text"/>
ELIGIBLE PROPRIETARY TITLE XX CENTERS	<input type="text"/>

TOTAL NUMBER OF ELIGIBLE PROPRIETARY TITLE XX CENTERS (CHILD) OR TITLE XIX CENTERS (ADULT) *

TOTAL NUMBER OF MEALS SERVED TO PARTICIPANTS IN CHILD/ADULT CARE CENTERS *

	BREAKFAST	LUNCHES	SUPPERS	SUPPLEMENTS
FREE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
REDUCED	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
PAID	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TOTAL	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

TOTAL NUMBER OF PARTICIPANTS ENROLLED IN CENTERS FOR THE CLAIM PERIOD BY INCOME GROUP *

FREE	<input type="text"/>
REDUCED	<input type="text"/>
PAID	<input type="text"/>

RACE AND ETHNICITY OF THE PARTICIPANTS *

<p>ETHNIC CATEGORIES</p> <p>HISPANIC OR LATINO <input type="text"/></p> <p>NON HISPANIC AND NON LATINO <input type="text"/></p>	<p>RACIAL CATEGORIES</p> <p>AMERICAN INDIAN OR NATIVE ALASKAN <input type="text"/></p> <p>ASIAN <input type="text"/></p> <p>BLACK OR AFRICAN AMERICAN <input type="text"/></p> <p>NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER <input type="text"/></p> <p>WHITE <input type="text"/></p>
--	---

I CERTIFY that to the best of my knowledge and belief, this claim is true and correct in all aspects, that records are available to support this claim, that it is in accordance with the terms of existing Agreement(s); I recognize that I will be fully responsible for any excess amounts which may result from erroneous or neglectful reporting herein. I further certify that claims submitted for meals served in proprietary centers meet the requirements for reimbursement as established by the Federal Regulations at 7 CFR Part 226. I further certify that all claims for reimbursement shall be submitted to the State Office no later than 30 days after the end of the claim month. I understand that failure to submit claims within the 30 day deadline may result in such claims not being paid.

PREPARATION DATE

*

RECEIVE DATE

*

PREPARED BY

*

PREPARER'S TITLE

*

All receipts, invoices and other evidence of purchase must be retained and available for future audit for a period of 3 years after the end of the fiscal year to which they pertain.

No reimbursement shall be paid under the CACFP for the period covered by this claim unless this claim is completed and filed as required by the Tennessee Department of Human Services and the Federal Regulation at 7 CFR Part 226.

Department of Human Services
400 Deaderick Street
Nashville, TN 37243-1403

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Claim Data Entry

On the “**Center Claim**” screen, the user can enter the following:

- Claim Type
- Month and Year Claimed
- Number of days food service provided for Claim Period
- Total Attendance for Claim Period
- Number of Eligible Proprietary Title XX Centers
- Total Number of Meals Served to Participants
- Total Number of Participants Enrolled
- Race and Ethnicity of the Participants
- Prepared By
- Preparer’s Title

Claim Data Entry

After entering all the required information, the user can submit the Center claim form by clicking the **“Submit” button**.

“Error messages” will display as errors occur. System will not accept a claim with errors. Errors must be corrected before claim can be accepted.

Claim Data Entry

If the claim has no errors, the confirmation message “**Claim number XXXX has been submitted for additional review. Please check your status after two business days.**” is displayed.

The screenshot displays the web interface for the Tennessee Food Programs Department of Human Services. The header includes the department's logo and name, along with navigation links for 'Contact Us', 'Print', and 'Logout'. A left-hand navigation menu lists 'Home', 'Child and Adult Care Food Program (CACFP)', 'New Claim', 'Center Claim', and 'Claim Status'. The main content area features a confirmation message: "** Claim number 6682 has been submitted for additional review. ** Please check your Claim Status after two business days". Below the message is a 'View' button. A note indicates that an asterisk denotes a required field. The footer contains the text: 'Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved'.

Step 8: Check on Claim Status

The user can click the “**Claim Status**” link provided at the upper part of the screen to go to the “**Claim Status**” screen below.

On the “**Claim Status**” screen, the User will be able to see if the claim has been approved, denied or is still pending for approval. If the claim has been approved, a reimbursement statement associated with the claim can be seen by clicking on the “approved” link on the “**Claim Status**” screen. If the claim has been denied, the reason(s) for this action can be seen by clicking on the “denied” link on the “**Claim Status**” screen. Questions concerned with the claim status should be directed to Fiscal Services at (615) 313-5432.

Check on Claim Status

- Home
- Child and Adult Care Food Program (CACFP)
 - New Claim
 - Home Claim
 - Claim Status

* denotes required field.

Claim Status

Type:

Claim No:

Claim Type:

Claim Status:

Claim Month:

Claim Year:

Submit Month:

Submit Year:

Submit Date: (mm/dd/yyyy)

CLAIM STATUS							
Type	Claim No	Claim Type	Status	Submit Date	Claim Month	Claim Year	View
Home	12954	Original	Pending	05/05/2009	November	2008	View
Home	12953	Original	Pending	05/05/2009	October	2008	View
Center	12944	Original	Pending	05/05/2009	October	2008	View
Home	12939	Revised	Processed	03/24/2009	March	2009	View
Home	12938	Revised	Processed	03/24/2009	March	2009	View
Center	12937	Revised	Processed	03/24/2009	March	2009	View
Center	12936	Original	Processed	03/24/2009	March	2009	View
Home	12935	Revised	Denied	03/24/2009	March	2009	View
Home	12934	Revised	Pending	03/24/2009	March	2009	View
Home	12933	Revised	Pending	03/24/2009	March	2009	View
Home	12932	Revised	Pending	03/24/2009	March	2009	View
Home	12931	Original	Pending	03/24/2009	March	2009	View

Records per page: Records: 1 - 12 of 12 - Pages:

Check on Claim Status

The “**Claim Status**” screen will contain the information related with the claim of the institutions. The claim status grid on the screen will contain the following information:

- Institution Type (center or home sponsor)
- Claim No
- Claim Type (original or revised)
- Status (pending, denied and approved)
- Submit Date
- Claim Month
- Claim Year

Check on Claim Status

The user can filter (sort) the Claim based on the following criteria on the “**Claim Status**” screen:

- Type
- Claim Number
- Claim Type
- Claim Status
- Claim Month
- Claim Year
- Submit Month
- Submit Year
- Submit Date

Step 9: Retrieve User Name and Password

On the **“Login” screen**, the user will be able to retrieve their **“User Name”** and **“Password”** by clicking the **“Forgot User Name or Password” link**. The user will be directed to **“Password Recovery” screen** as follows, which requires them to enter an **“E-Mail Address”** and **“Institution Agreement Number”**:

Retrieve User Name and Password

Tennessee Food Programs Department of Human Services

[Contact Us](#) || [Print](#)

- [Home](#)
- [Register](#)
- [Login](#)

Best if viewed with:
IE 7.0 or above
Screen Resolution 1024 X 768

You must enable Javascript in order to view this system.

[Instructions to enable Javascript](#)

Login

User Name and Password Recovery

Email Address: *

Agreement Number: *

If you have forgotten your agreement number or do not have an Email Address, contact the Help Desk at (615) 313-####.

If you are a State of Tennessee employee and have forgotten your password, please call your System Administrator.

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Retrieve User Name and Password

If the user enters the wrong “E-Mail” or “Institution Agreement Number”, the following screen will appear:



The screenshot displays the Tennessee Food Programs Department of Human Services website. The header features a logo on the left, the organization's name in the center, and a user icon with 'Contact Us' and 'Print' links on the right. A left sidebar contains navigation links: Home, Register, and Login. A yellow box in the sidebar provides technical requirements: 'Best if viewed with: IE 7.0 or above, Screen Resolution 1024 X 768' and 'You must enable Javascript in order to view this system.' with a link to 'Instructions to enable Javascript'. The main content area is titled 'Login' and 'User Name and Password Recovery'. A red error message states: 'Either the Email Address or the Agreement Number entered is incorrect. Please try again.' Below this, there are two input fields: 'Email Address:' with the value 'myname@email.com' and 'Agreement Number:' with the value '1212121212'. A 'Submit' button is positioned below the Agreement Number field. At the bottom of the main area, there are two lines of text: 'If you have forgotten your agreement number or do not have an Email Address, contact the Help Desk at (615) 313-####.' and 'If you are a State of Tennessee employee and have forgotten your password, please call your System Administrator.' The footer contains the text: 'Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved'.

Retrieve User Name and Password

If the user cannot remember the e-mail address associated with the account, the user can call the call CACFP Program Staff at (615) 313-4749 for assistance.

The user will need to enter a valid **“E-Mail address”** and **“Institution Agreement Number”** and click the **“Submit” button**. The user will then see the following screen:

Retrieve User Name and Password



Tennessee Food Programs Department of Human Services



Contact Us | Print

- Home
- Register
- Login

Best if viewed with:
IE 7.0 or above
Screen Resolution 1024 X 768

You must enable Javascript in order to view this system.

[Instructions to enable Javascript](#)

Login

User Name and Password Recovery


An email has been sent to the email account that was just submitted. The message will provide the User Name and Password to allow access into the Tennessee Food Programs system.

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved

Retrieve User Name and Password

An e-mail will then be sent to the user, which will provide the Password to allow access into the system. The user will need to click “**Login**” **link** at the upper left hand corner of the screen. The user will need to enter a valid “**User Name**” and the “**New Password**” at the “**Login**” **screen**. The application detects the new password sent to the user in an email, and directs the user to the “**Change Password**” **screen** as shown below.

Change Password



Tennessee Food Programs

**Department
of Human
Services**
Contact Us || Print

Home

[Help](#)

Change Password

* denotes a required field

Change Password

Current Password: *

New Password: *

Confirm New Password: *

Passwords are case sensitive, requires at least one upper case letter, one lower case letter and one number.

Tennessee Food Program | [Terms of Use](#) | Copyright © State of Tennessee | All right reserved

Session Timeouts

Session timeouts will occur if the user does not do something in the application for a prolonged period of time. This inactivity will cause the application to alert the user that the session has timed out, and the user must go to the login screen and re-enter login information.

Session Timeouts



Tennessee Food Programs
Department of Human Services



Contact Us || Print ||

Your session has expired. Please click [here](#) to login.

Tennessee Food Program | Terms of Use | Copyright © State of Tennessee | All right reserved